



West of  
Scotland  
Housing  
Association

**Annual Complaints Report**  
2024/25

# Contents

1. Introduction
2. Our performance in 2024/25
3. Learning outcomes
4. Conclusion

# 1. Introduction

As part of WSHA's Annual Return on the Charter report (our ARC Report) we report on our performance to the Scottish Housing Regulator against different benchmarks. One benchmark relates to how many complaints we've received from our customers and how we respond to them. Within these figures, we report on the number of complaints responded to, and the average time it takes us to close complaints at stage one and stage two, following the Model Complaints Handling Procedure from the Scottish Public Services Ombudsman.

Over and above the regulatory requirements, we believe complaints are a valuable mechanism for gathering feedback from our customers about how well we, and contractors working on our behalf, are delivering services.

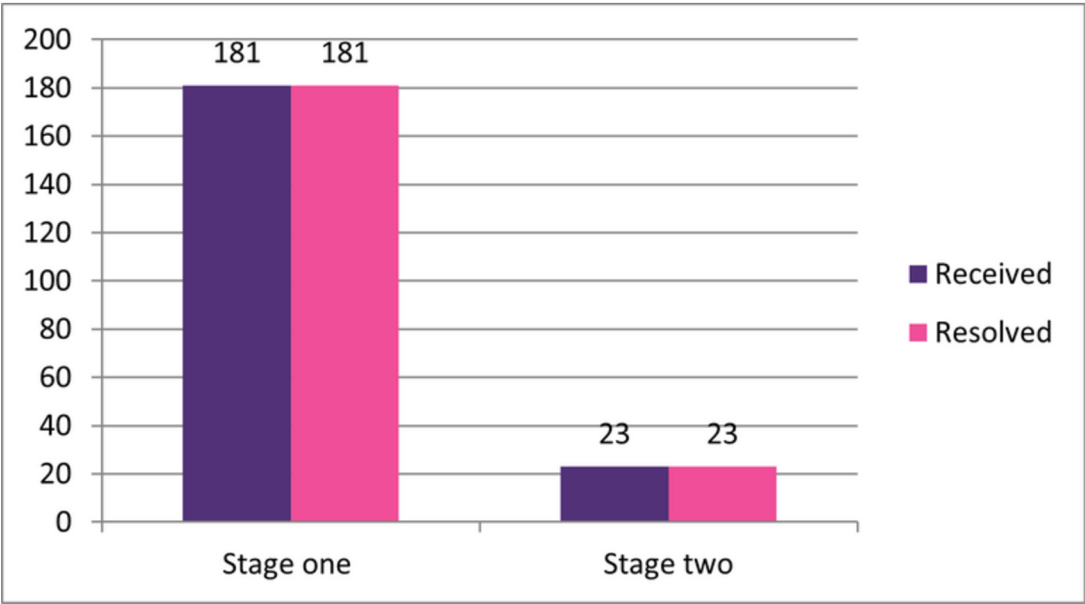
This short report provides a summary of how we handled complaints throughout 2024/25, with more in-depth information on which service areas received complaints, the results of these complaints and the steps that we have taken and will continue to take to improve performance in these areas.

## 2. Our performance in 2024/25

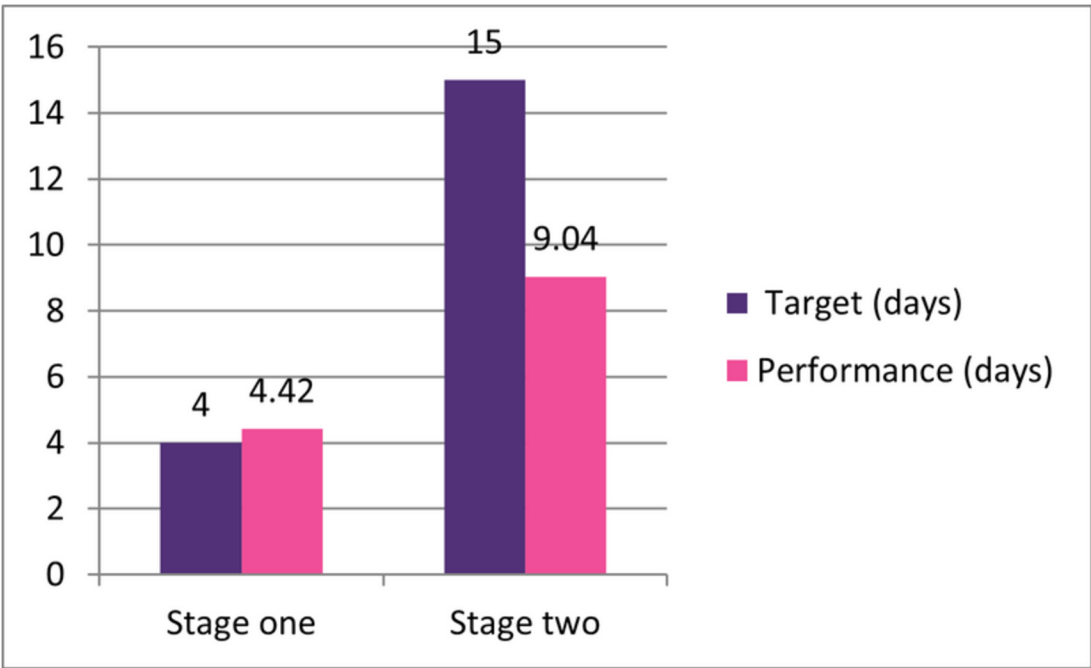
### Complaints recieved:

The following tables outline our performance in terms of complaints received and responded to, our average timescales to respond to complaints, the outcome of complaints and the complaints received broken down by service area.

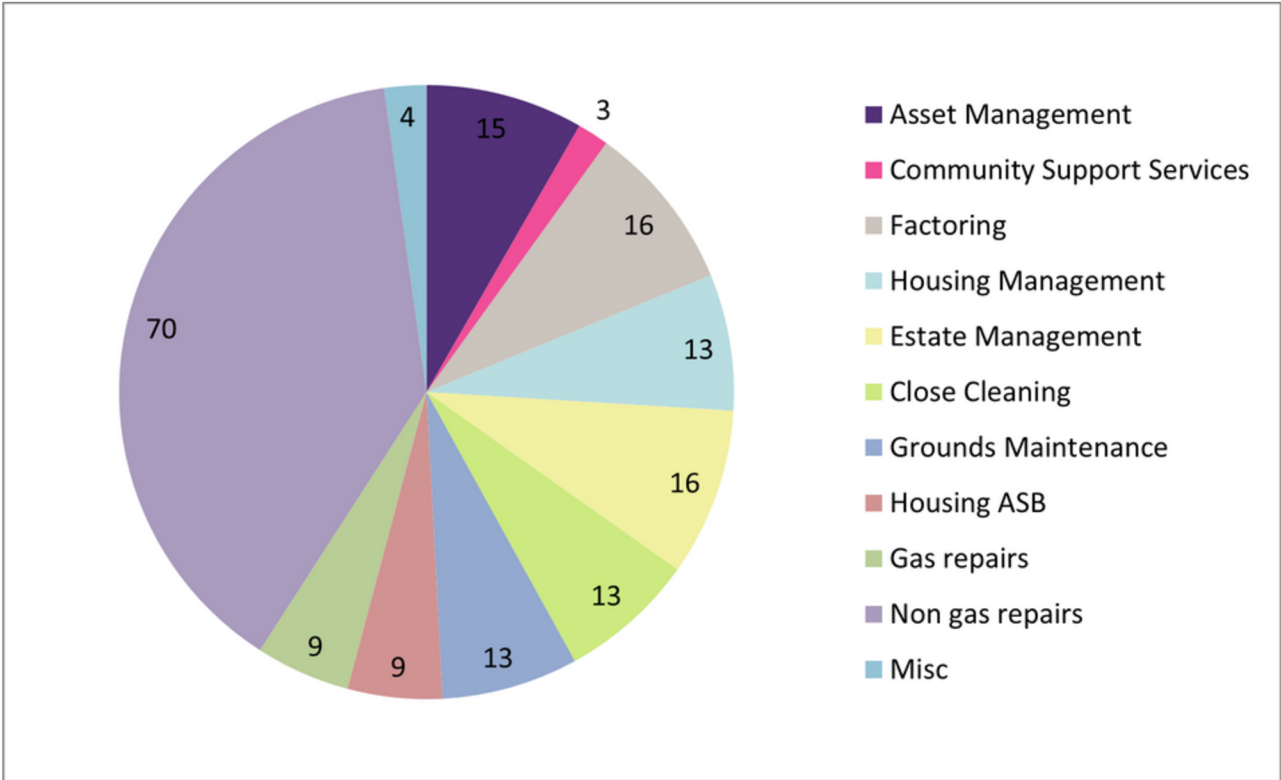
### No. of complaints received and responded to:



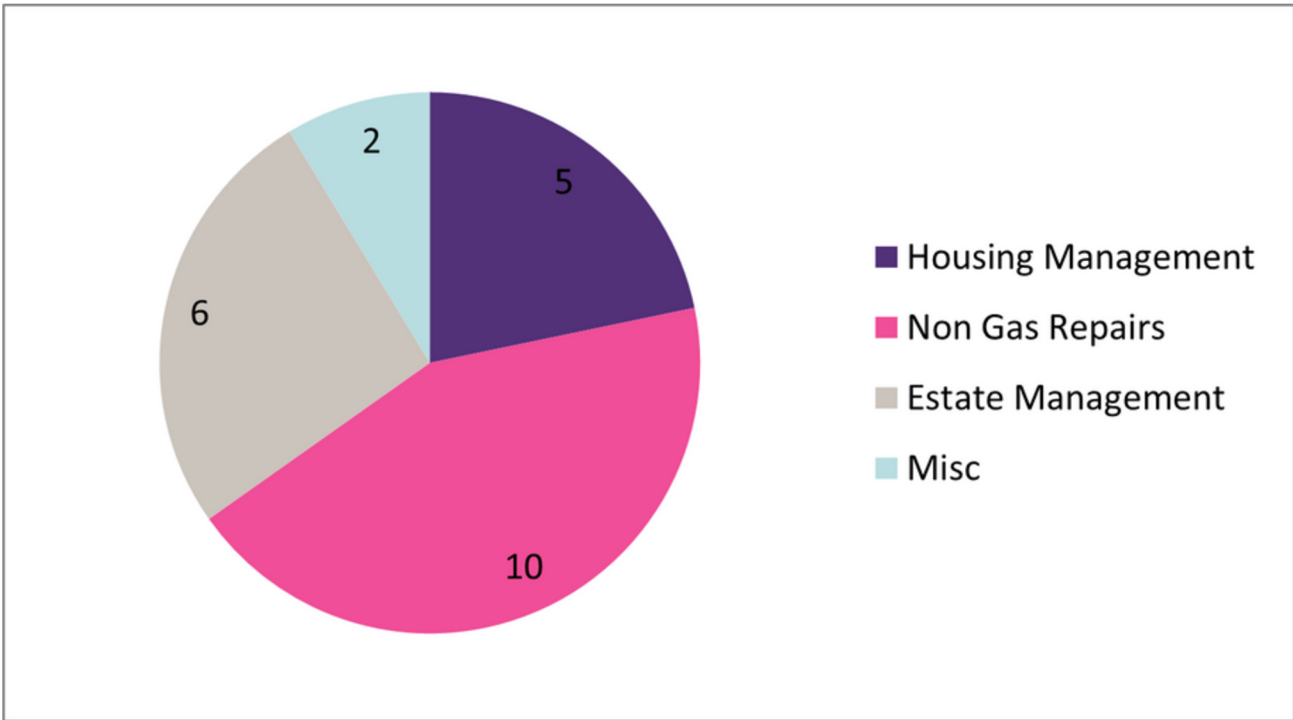
### Days taken to resolve complaints:



Complaint service areas - stage 1:



Complaint service areas - stage 2:



The above figures show good performance in resolving both stage one and stage two complaints. Although we are slightly above target of 4 days for resolving stage 1 complaints, it's worth noting we are below the SPSO target of 5 days. Overall, our number of complaints received are slightly up on previous years but there does not seem to be a specific trend behind this. This is most likely due to increased stock numbers, and improved training meaning staff are more accurately recording customer dissatisfaction as complaints.

### **Service area – Repairs service**

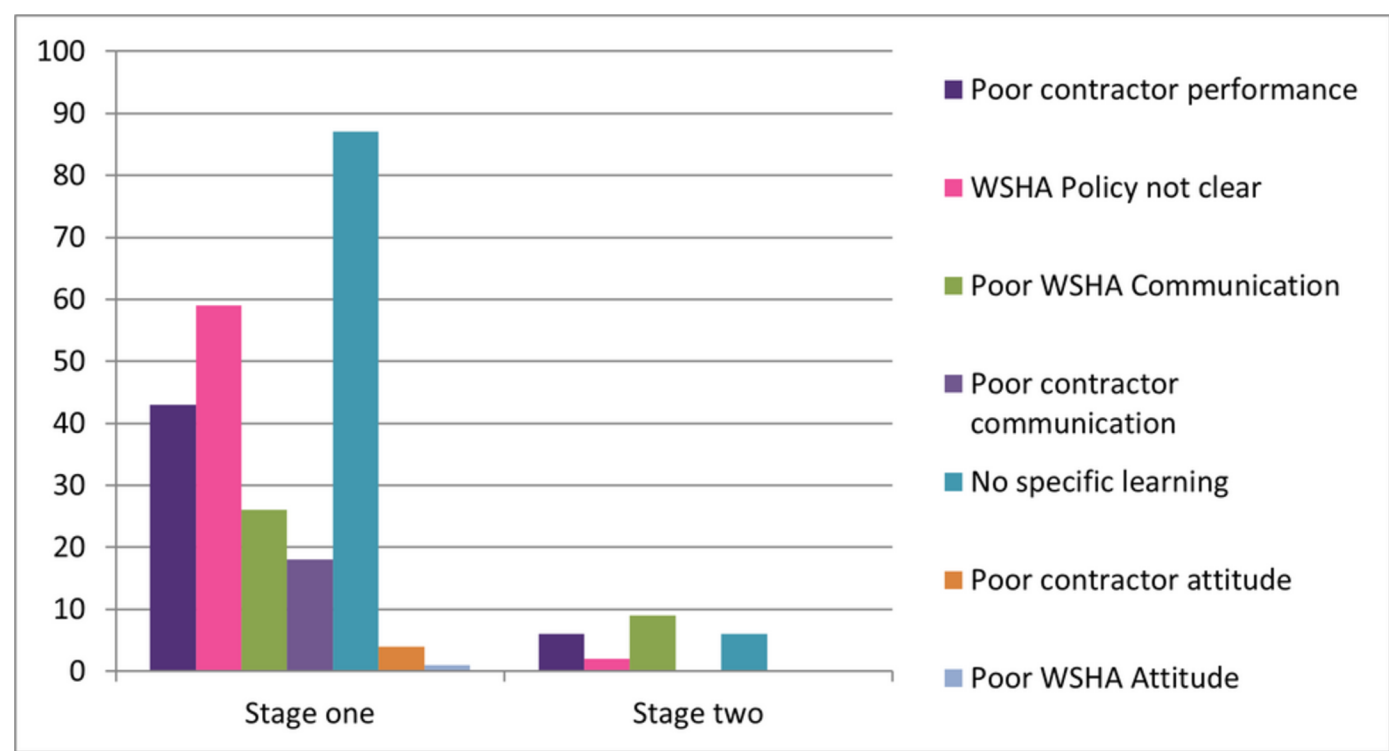
The service area that we received most complaints about throughout the year was our repairs service. Across both stage one and stage two we received a total of 89 complaints, which when considered against the 11,500 repairs carried out remains a small percentage (0.77%). Across complaints the majority did not lead to any specific learning, but we did receive a number relating to poor contractor communication (16), and poor communication from WSHA (12). We continue to work in this area to improve repairs satisfaction, and we have a Key Business Objective in this area which we hope will lead to a reduction in complaints.

### **Service area – Estate Management**

The service area with the next highest volume of complaints relates to Estate Management. We have improved our complaints reporting system so that we can break this figure down further into categories – close cleaning (14 complaints), grounds maintenance (13), and wider estate issues (21). There were no specific trends across these service areas, but we do anticipate seeing a reduction in close cleaning complaints as we have moved to several new contractors across our estates.

### 3. Learning outcomes

The following table shows, for upheld complaints, the key learning outcomes for both stage one and stage two:



#### Customer communication

Across Stage 2 complaints, almost half of the complaints (40%) related to poor communication from WSHA, which is disappointing. We have picked this theme up throughout the year at regular team performance meetings and have raised this with the WSHA Staff Consultation Group as a concern. We have recently made changes to how we manage customer contact, which will hopefully lead to a reduction of complaints resulting from poor communication.

## Complaints management

Our performance in recording and managing complaints has improved year-on-year with staff well-informed about how to record and manage complaints. However, we will continue to undertake quality assurance against a sample of complaints each quarter to allow us to better understand any wider training needs within the organisation.

Recognising how valuable customer feedback is, over the last year we have been carrying our post-complaints satisfaction surveys with customers using a number of different communication methods, including text messages and outward phone calls from our Customer Service team.

While the results cannot be used to accurately understand our performance, they have highlighted issues in a small number of cases where customers have not been advised correctly of the actual outcome of their complaint, or how they can escalate to the next stage. We will be putting in place new new guidance notes and additional training to be sure all staff are aware of the correct complaints-handling procedures and are advising customers correctly. This, coupled with the quality assurance checks spotlighted above, should improve our performance on this issue.



## 4. Conclusion

The Association's performance was ahead of target in terms of average time to respond to stage one complaints, and ahead in terms of average time to respond to stage two complaints.

We are aware that a significant number of complaints are due to poor communication between customers and WSHA staff. We have raised this issue throughout the year at team performance meetings and with WSHA's Staff Consultation group as an ongoing concern, and we hope recent changes to our customer contact processes and management will lead to a reduction of complaints resulting from poor communication. We will continue to raise staff awareness about recording and managing complaints, and report regularly to leadership about the learning outcomes from complaints.

## 5. Raising a complaint

If you feel the service you have received has not been satisfactory you can raise this with us.

You can do this:

- by phone - 0141 550 5600
- by email - [customer.service@westcot.co.uk](mailto:customer.service@westcot.co.uk)
- Via our [Customer App](#)